

Abstract

A method and system for diagnosing a malfunction in a printer system using a processor, the method including communicating a description of one or more symptoms of the printer system malfunction to the processor, correlating the symptoms with known printer system malfunctions by comparing the symptoms with a database in the memory of known printer malfunctions, identifying a most appropriate malfunction that would produce the described symptoms, and reporting the most appropriate malfunction.

09918688-073001
FOUO